

Ohio Electronic Child Care (Ohio ECC) Provider Informational Session

Questions and Answers

Saturday, November 5, 2011 10:30am – 12:00pm

Q. Can a facility report that a co-pay was received monthly instead of weekly.

A. The facility doesn't report to ODJFS when a co-payment is received. The co-pay will be assigned as a weekly co-pay.

Q. Can an "alert system" be added to notify providers of a change to caretakers profiles such as a lowered co-pay, etc. instead of having to go through each child's profile?

A. That suggestion can be added to the possible enhancements list. Providers will continue to receive copies of notices sent to caretakers.

Q. Our facility is in the January point of service (POS) start timeline. When does the information need to be submitted by the CDJFS in order for providers to begin receiving the POS devices?

A. ODJFS sends data about certified and licensed providers to the vendor daily. If you are currently licensed or certified, then your information has been sent to the vendor and Media Riders Inc (MRi) will be contacting you within the next few months to schedule your installation appointment.

Q. How will the payment get to the provider?

A. Providers will continue to receive payments through electronic funds transfer (EFT) as they are now.

Q. Does the new system eliminate the need to validate a new child before they begin at your center?

A. No. A child should be authorized by the county department of job and family services (CDJFS) prior to attending.

Q. I have a staff member who also has a child enrolled within our facility. Currently, the child comes in with her and she signs her in as she reports to work. How should this be handled after we begin using Ohio ECC?

A. The parent should use their swipe card when they are not "on the clock" at the center.

Q. If a caretaker wants the secondary cardholder to no longer have access to the child, where does the provider send them to have this changed to remove this information and does the card go inactive at that point?

A. The caretaker should contact the Ohio ECC Caretaker Helpline, 1-888-796-4322, to request that the card be deactivated. However, if either one of the primary caretakers cards are deactivated, two new cards will need to be sent to the caretaker to replace both primary cards.

Q. Will there be a delay in our pay when we switch over from getting paid monthly to weekly. Will we start getting paid weekly in January? Can payments still be deposited monthly?

A. For providers who will begin using Ohio ECC on January 1, 2012, the back swipe period ends on Saturday, January 21 for the service week of January 1 to January 7, 2012. All services for 1/1/12-1/7/12 must be entered into the system by 1/21/12 to be processed by the system. Payment for the week of 1/1/12-1/7/12 will be deposited within 5-7 business days from Monday, January 23, 2012. All payments are issued on a weekly basis.

Q. Will today's webinar be emailed out to all participants or do you need to go online to print it out?

A. The power point presentation can be printed from the CCIDS web site <http://www.jfs.ohio.gov/cdc/childcare.stm> Additionally, the presentation was emailed to all providers using the email address that was entered into the CCIDS Provider Portal.

Q. What will a provider do if children are split between homes?

A. If there are two cases with the CDJFS for one child, then each primary caretaker at each residence will be sent a swipe card to use at the authorized provider(s) location.

Q. How do you know if they have paid their co-pay amount? Do we enter it anywhere in the PWeb?

A. The Ohio ECC system does not track the payment of co-pays.

Q. If I move to a different state do I take my POS with me?

A. If you are no longer certified by a CDJFS or licensed by ODJFS or you are no longer serving Ohio children, you must return your POS device to ACS according to the agreement.

Q. Does the POS device have to be online at all times?

A. No. There is a Store and Forward (SAF) mode that allows for the device to be plugged into a power source, but not connected to the phone/internet. When in SAF mode, the swipe card transactions do not get transmitted to Ohio ECC until the phone/internet connection is restored.

Q. Can this webinar be viewed more than once so we can better understand material that was covered?

A. Yes. Please register to attend as many provider webinars as you would like to help you better understand Ohio ECC. Registration information can be found on the Child Care in Ohio website <http://www.jfs.ohio.gov/cdc/childcare.stm> Click on the CCIDS web page link and select Ohio Electronic Child Care.

Q. For absent days, there was a place to enter the date. Will there also be a place to enter the times of the absence?

A. Absent days are recorded using a date. Times are not entered.

Q. How will I get a CCP number?

A. The PWeb User ID is the same User ID (also called your CCP number) you were assigned to use to log into the CCIDS Provider Portal. If you know your provider number (license/certification number) then you can contact the CCIDS Help Desk 1-877-302-2347 to get your User ID.